



Cancellation Policy

Sensory KIDS is committed to providing exceptional care and support to the children and families we serve. Our therapists are dedicated to using best-practice and evidence-based methods to help your child reach goals and feel successful. That means putting time and effort into planning each individual session. ***Please respect our dedication by committing to scheduled appointment times and agreed upon treatment plan and schedule.***

Unfortunately our work will not be effective if therapy is inconsistent. For this reason, as well as the financial constraints placed on our clinic and therapists, ***a \$35 cancellation fee*** will be charged for appointments that are canceled with less than 24 hours notice. ***A \$50 charge will be applied for missed appointments with no notice*** (No show). Please note that if you are able to reschedule a canceled appointment within the same week there will be no charge.

We understand that illnesses occur, and it's not always possible to give notice. However, the earlier you can inform us of the cancellation, the sooner we can fill that appointment time. We usually have a rather significant waiting list of children who can benefit from our services. We do ask that you cancel appointments if your child is vomiting or has a temperature over 100°. There will be no cancellation fee for illnesses.

In the event of inclement weather, it is the client's responsibility to call the clinic to determine if the clinic is closed, or if opening is delayed. Families may cancel treatment if they do not wish to travel because of inclement weather; however, a \$35 cancellation fee will be charged for missed appointments with less than 24 hours' notice. Please note that there will be *no charge* if the clinic is closed.

Please inform us of vacation plans as far in advance as possible so that we may fill your child's appointment times. If 3 consecutive appointments are missed/cancelled, it will result in the termination of our scheduled treatment times (please call to discuss extenuating circumstances).

Consultation Policy

We believe strongly in parent involvement and education. Therefore, we consider parent meetings to be an essential component of our therapeutic process. The effects of therapy are best maintained when families are familiar with the reasoning behind our therapy, and therefore able to carry over strategies at home.

We encourage adult-only parent meetings. This is especially important after the initial evaluation, or at the start of therapy. This time is used to review evaluation findings and discuss your child's goals. We understand that it is not always possible to schedule meetings in person, due to scheduling or financial conflicts. For this reason, we offer **15-minute** phone consultations free of charge.

Our sessions are scheduled on the hour or ½ hour, and are 50 minutes in length. 10 minutes may be used as a brief consultation time with the therapist. We encourage you to talk with your therapist at the beginning of the session, as transitions out of the clinic are often difficult, and are an important part of the therapeutic process.

If you need an extended (more than 15-minutes) consultation or discussion, a \$35/15 minute fee will be charged. These fees also apply to phone consultations between your therapist and school personnel, or other professionals working with your child.

We do our best to meet the diverse scheduling needs of each family; however, we are a small business with financial constraints. Thank you in advance for your understanding. We appreciate your support.

Parent/Client/Guardian Signature

Date